

The Tempe Way



MISSION:

To make Tempe the best place to live, work and play.

VALUES:

People... Integrity... Respect... Openness... Creativity... Quality...

TEMPE TEST:

Have I done everything today The Tempe Way?

MANAGEMENT ASSISTANT I/II

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of responsible professional level duties involved in the study, planning, development and implementation of administrative systems, programs, policies, procedures and practices of the City as assigned; to provide complex professional level staff assistance to department managers or division directors.

Supervision Received and Exercised:

Receives direction from higher-level management staff.

May exercise direct or functional supervision over lower-level professional, administrative assistant, and/or paraprofessional staff.

Distinguishing Characteristics:

The Management Assistant I/II is distinguished from the Executive Assistant by the greater complexity, depth, and scope of professional-level assignments for Management Assistant I/II positions. Additionally positions classified at the Management Assistant I/II level are characterized by a relative absence of office administration and administrative support/coordination work, which is often found in positions classified as Executive Assistant.

Management Assistant I - This is the entry level class in the Management Assistant series. This class is distinguished from the Management Assistant II by the performance of the more routine administrative duties assigned to positions within the series including directing or participating in gathering information, making statistical analyses, studying special administrative problems and developing new or improving existing systems, procedures and forms to increase efficiency. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

Management Assistant II - This is the full journey level class within the Management Assistant series. Employees within this class are distinguished from the Management Assistant I by the performance of the full range of duties as assigned including reviewing

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Revised October 2000 (range change and change to two distinct classifications)

Revised July 2001 (change back to flex-class)

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materials, research and assembly of factual information and reviewing and transmitting management decisions. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the lower class of Management Assistant I after two years of professional Management Assistant experience, or, when filled from the outside, require prior professional Management Assistant experience, preferably in a public agency. Appointment to the higher class requires that the employee be performing the full range of duties assigned to the class.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Recommend and implement goals and objectives for special programs, projects and systems; establish schedules and methods for program operations; implement policies, procedures, programs, methods and systems as appropriate.
- Perform extensive research for special projects; collect information on operational and administrative problems and perform comprehensive analysis; synthesize information and make recommendations on policy issues; prepare comprehensive administrative, operational, and statistical reports or manuals for use by internal and/or external organizations. Prepare quarterly and annual reports.
- Prepare comprehensive and timely budget documents; prepare, revise, and administer annual budget and capital improvement programs; prepare cost estimates for budget recommendations and submit justification for budget items; monitor and control expenditures; advise managers and other administrative personnel on budget problems, policies, and procedures.
- Oversee bid specification preparation; make recommendations for bid award.
- Write a wide variety of complex correspondence and documents for internal and external use; write articles to be placed in City bulletins, newsletters, fliers and other publications.
- Facilitate and speak at conferences and workshops; prepare and give presentations.

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- Research and respond to City Council/City Manager inquiries and concerns; staff committees for various internal and citizen projects and programs; facilitate discussion of problems and possible solutions.
- Serve as liaison between citizens and City departments or divisions; respond to press inquiries and may state City's position on issues if authorized to do so.
- Review, respond to and resolve a variety of requests or complaints from City employees and/or the general public requiring interpretation of regulations, policies and procedures; research background and confer with management and legal counsel to determine the City's position on the issue; communicate with parties involved; coordinate/implement solutions to resolve problems.
- Research and study current literature on municipal administration for the purpose of making recommendations; review and recommend action on proposed and approved legislation and regulations to determine their impact upon the division or department.
- Assist in investigating, making recommendations, and providing assistance related to personnel issues in the department or division including evaluations, promotions, hirings, disciplinary actions, terminations, position classifications and job descriptions.
- May participate in the selection of staff; may provide or coordinate staff training; may work with employees to correct deficiencies; may implement discipline procedures.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Management Assistant I

One year of responsible administrative experience, preferable in a public agency.

Management Assistant II

Two years of responsible professional administrative or program management experience preferably in a public agency. For some positions, some supervisory experience is desirable.

Training:

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Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, business administration or a related field. A Master's degree is preferred.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 104.

Job Code: 1107/1108

Salary Range: 30/35

Compensation Plan: P40/Regular

FLSA: Exempt

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